

WHAT HAPPENS WHEN I CALL THE CT QUITLINE

The CT Quitline is a tobacco use cessation telephone service available to all CT residents free of charge. It is open 24 hours a day, 7 days a week. Services are available in all languages.

THE FIRST CALL (INTAKE)

- When you first call the CT Quitline, you will talk with an Intake Specialist. *Provide your Medicaid (HUSKY) ID.* The intake call takes about 20 minutes. The Intake Specialist will:
- Collect information about you and your tobacco use.
- Tell you about the services available through the CT Quitline.
- Ask if you are willing to try quitting in the next 30 days.
- Ask if you want to enroll into the one- call or multiple- call coaching program.
- If you have time, they may be able to transfer you to a Quit Coach who will help you to plan your quit. (if transferred, add an additional 15 minutes to call)

COACHING PROGRAMS

ONE CALL PROGRAM: You will receive one call from a Quit Coach at the time of intake or when you next call the Quitline. These calls are about 15 minutes. The Quit Coach will:

- Talk about ways to quit.
- Ask about the triggers that make you want to use tobacco.
- Talk about medications to help you quit.
- Send you a Quit Guide with tips to help you quit.
- Make a referral to an in- person cessation program in your area if wanted.
- You may call the CT Quitline at any time you need.

MULTIPLE CALL PROGRAM: You will receive 5 calls from your Quit Coach at a time that you both agreed on. These calls are about 15 minutes each and usually take place over the course of two months. You may call your Quit Coach as often as needed in addition to the 5 calls made by the Quit Coach. The Quit Coach will:

- Ask about the triggers that make you want to use tobacco.
- Discuss ways to help you cope with your triggers without using tobacco.
- Develop your own *Quit Plan*.
- Talk about medications that may help you to quit and how to use them.
- If you are eligible, provide you with a starter pack of nicotine patches, gum or lozenges.
- Send you a Quit Guide with tips to help you quit.
- Provide support throughout your quit.
- Make a referral to an in-person cessation program in your area if wanted.



CONNECTICUT
QUITLINE
1-800-QUIT-NOW
1-855-DEJELLO-YA

For questions about the CT Quitline, please contact:

CT Department of Public Health
Tobacco Use Prevention and Control Program
DPHtobacco@ct.gov or 860-509-8251